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Relay Iowa

See what they say® with Captioned Telephone

Captioned Telephone (CapTel®) allows individuals who have difficulty hearing on the phone to listen while reading captions of what's said to them.

What is Captioned Telephone?

Captioned Telephone (CapTel) is a service available at no cost* that allows users to listen to their phone conversations while reading word-for-word captions of what's said to them. Through the use of a uniquely designed CapTel phone, users speak directly to the other party and listen and read the other party's response. Captions appear on the bright, built-in display screen of the CapTel phone, just moments after the other party has spoken.

This state-of-the-art technology:

- Eliminates the struggle of using the phone due to difficulty hearing.
- Allows for natural conversations.
- Provides a truly interactive calling experience.

* The captioning service is provided at no cost. Equipment charges and standard long distance charges may apply.

Who benefits from Captioned Telephone?

- People who experience significant hearing loss and have understandable speech.
- People who communicate with individuals who experience difficulty hearing over the phone.

Required Equipment

In order to make a Captioned Telephone call, a CapTel phone, telephone service and standard electrical power are needed. Internet-based CapTel model phones are also available and require telephone service, standard electrical power and a high-speed Internet connection.

Connecting with CapTel

Captioning Center Operator converts everything the standard phone user says into captions using voice recognition technology.

CapTel user places and receives calls using a CapTel phone that displays text of the other party's conversation.

Family, friends and businesses use a standard phone to communicate with CapTel users.

How it Works

Captioned Telephone service works through the use of a CapTel phone which functions like a traditional phone, with an essential difference: it displays every word the other party says throughout the conversation.

Behind the scenes, a specially trained operator uses voice recognition technology to generate captions by repeating what the standard phone user says.* Captions appear on the bright, easy-to-read display screen of the CapTel phone.

So if you just can't hear on the phone, now you can read as well as listen to what's said for increased clarity on every call.

Placing and Receiving CapTel Calls

It's easy to place and receive calls using CapTel.

CapTel Model 840 Phone

One telephone line (standard analog line or DSL with filter) and standard electrical power required.

All outgoing calls you make are automatically captioned. Just dial the number of the person you are calling and make sure the red light around the CAPTIONS button on your CapTel phone is on. For incoming calls you may choose to receive captions in either 1-line or 2-line mode.

1-line CapTel Mode (one telephone line connected to your CapTel phone)

- In order for you to receive captions, callers must first dial the toll-free captioning service 1-877-243-2823 (English) or 1-866-217-3362 (Spanish) and then enter your phone number.
- When your CapTel phone rings, with the CAPTIONS button on, simply answer the phone and the captions will appear shortly thereafter.

2-line CapTel Mode (two telephone lines connected to your CapTel phone)

- Calls received are automatically captioned.
- Callers simply dial your phone number directly.
- When your CapTel phone rings, with the CAPTIONS button on, simply answer the phone and the captions will appear shortly thereafter.

Hamilton CapTel 2400i

Hi mom we had a great time last night thanks for watching the kids we'll pick them up at 12:30 and we're bringing lunch see you soon Bye
Hi grandpa this is Dylan are we still going fishing this weekend? how does 6:30 sound? I will be ready to go goodbye grandpa

Hamilton CapTel 840i

CapTel Models 840i and 2400i Phones

One telephone line (can be standard analog, digital, DSL with filter, VoIP or FIOS) and high speed Internet required.

Calls are placed and received in the same manner as CapTel calls in 2-line mode. The only difference is that the CapTel 840i and 2400i model phones require one telephone line as well as high speed Internet (Wired/Ethernet or WiFi). In order to receive captions, make sure that the light around the CAPTIONS button is illuminated.

* *All calls are strictly confidential and no records of any conversations are maintained.*

Comparison Chart

	CapTel Model 840 (1-Line)	CapTel Model 840 (2-Line)	CapTel Models 840i and 2400i
Number of Lines	Requires one standard (analog) telephone line or DSL with an analog filter.	The first telephone line can be analog or DSL with an analog filter, Digital Cable or VoIP. The second line must be an analog telephone line or DSL with an analog filter.	Requires a telephone line (can be analog, digital, DSL with filter, VoIP or FIOS) and a high-speed Internet connection (Wired/Ethernet or Wi-Fi).
How Calls are Managed	Spoken conversations and captions provided through one telephone line.	Spoken conversation is provided on one line; captions are provided on the second line.	Spoken conversation is provided through the telephone line; captions are provided through the high-speed Internet connection.
Captioning	Captions must be turned on for each call. A red light indicates that captions are "on". Adjustable font sizes and colors available for display screen.	Captions can be turned on or off at any point in the conversation. Adjustable font sizes and colors available for display screen.	Captions can be turned on or off at any point in the conversation. Adjustable font sizes and colors available for display screen.
Outgoing Calls	Outgoing calls are automatically routed through the CapTel Captioning Center.	Both incoming and outgoing calls are automatically routed through the CapTel Captioning Center.	Both incoming and outgoing calls are automatically routed through the CapTel Captioning Center
Calling a CapTel User	People calling the CapTel user must first dial the toll free number for CapTel; then dial the CapTel user's phone number when prompted.	People calling the CapTel user dial that person's number directly.	People calling the CapTel user dial that person's number directly.
Calling Features	Call-waiting and automatic call back (*69) are not supported with captions on.	Call-waiting and automatic call back (*69) can be used.	Call-waiting and automatic call back (*69) can be used.
Three-Digit Dialing *Note that three-digit dialing codes are available in most states and allow quick and convenient access to important services.*	CapTel users are able to dial three digit numbers such as 211 and 411 directly from the CapTel phone.	Three-digit dialing functions the same in 1-Line or 2-Line mode.	CapTel users are able to dial three digit numbers such as 211 and 411 directly from the CapTel phone.
911 Calls *Note that CapTel Captioning Centers are not 911 centers and do not assume responsibility for calls placed through 911.*	Calls placed to 911 connect directly to Emergency 911 Services and are not routed through the CapTel Captioning Center. Calls are processed as VCO* calls whereby the 911 call-taker can hear everything you say, and then types his/her response which appears on the CapTel display screen. You speak directly into the handset, as you would with any other call.	Calls placed to 911 are captioned through the CapTel Captioning Center. Spoken conversation is received through one line, while captions are provided through the second line.	Calls placed to 911 are captioned through the CapTel Captioning Center. Spoken conversation is received through one line, while captions are provided through the high-speed Internet connection.

** VCO stands for "Voice Carry Over", a service that allows callers to speak for themselves and read typed responses.*

Receive Captioned Telephone Calls While on the Go

The same captioned telephone technology that generates captions on a CapTel phone is available on a smartphone, tablet or computer through Iowa Relay's service provider, Hamilton Relay. With additional ways to receive captions while on the go, making and receiving calls is more accessible than ever. Solutions are available for PC and Mac computers, smartphones and tablets and all options are available 24 hours a day, 7 days a week.

Register for a Hamilton CapTel Account:
The first step in accessing Hamilton CapTel on your computer, smartphone or tablet is to set up an account. This simple, one-time process allows you to place and receive captioned calls any time you are logged in with Hamilton CapTel. To register for a Hamilton CapTel Account, visit: www.HamiltonCapTel.com/Register.

When you register, you have the opportunity to obtain a Hamilton CapTel Call Me # which is a personal phone number that makes it possible to receive calls with captions whenever you are logged in to your account – whether on a computer, smartphone or tablet. You can share your Call Me # with family, friends and businesses so that they can call you directly without first having to call the toll-free access number at the captioning center to reach you.

Once an account has been set up, you can choose any or all of the following options.

Internet Protocol Captioned Telephone Service (IP CTS) is regulated and funded by the Federal Communications Commission (FCC) and is designed exclusively for individuals with hearing loss. To learn more, visit www.fcc.gov.

Hamilton CapTel for PC/Mac:
See every word a caller says right on the screen of your PC/Mac. All that's required is a computer with Internet browser, high-speed Internet, any phone, and your Hamilton CapTel Account.

On your PC/Mac, simply log in to your Hamilton CapTel Account by visiting www.HamiltonCapTel.com/Login. Enter the telephone number of the phone you will be using for the call, as well as the telephone number of the person you are calling, then click on the "Place Call" button.

Hamilton CapTel for Smartphones:
Hamilton CapTel for Smartphones lets you place and receive captioned calls on a single mobile device. All that's required is a compatible smartphone, the Hamilton CapTel App and your Hamilton CapTel Account. A hearing aid or cochlear implant compatible hands-free headset can be used to listen to what's being said while you view captions on the screen of your smartphone.

Search for Hamilton CapTel through the app store for your smartphone and download the app to your phone. To place a captioned call, simply log in to the Hamilton CapTel App and enter the number you are calling.

Find out which smartphones and wireless networks are compatible with Hamilton CapTel by visiting: www.HamiltonCapTel.com and selecting the Smartphone Selector.

Hamilton CapTel for Tablets:
Using your iPad or Android tablet, any telephone and a high-speed Internet connection, you can receive captions on the screen of your tablet. Download the Hamilton CapTel App from the app store for your tablet. To place a call, log in to the Hamilton CapTel App call screen and enter the number of the person you are calling in the "Number to Dial" box.

How does it work?
In general, when you place a call from your computer, smartphone or tablet, once you click on "Place Call", you will receive a call on your phone from the captioning center. You must answer this call in order to receive captions. Once you answer, the number of the person you are calling will automatically be dialed. A captioning screen will then appear on your computer, smartphone or tablet – allowing you to view captions of everything the other person says. As the call proceeds, you can listen to the extent you are able and respond by speaking directly to the other person.

For more information:
To learn more about Hamilton CapTel, please visit www.HamiltonCapTel.com. If you have questions or need assistance, please contact Hamilton CapTel Customer Care at 877-455-4227 or info@hamiltoncaptel.com.

Hamilton CapTel may be used to make 911 calls, but may not function the same as traditional 911 services. For more information about the benefits and limitations of Hamilton CapTel and Emergency 911 calling, visit www.HamiltonCapTel.com/911.

Voice and/or data plans may be required when using Hamilton CapTel on a smartphone.

Android is a trademark of Google Inc. iPhone, iPad and Mac are trademarks of Apple Inc.

Connect with Relay Iowa and CapTel® Service

For information regarding CapTel equipment available through Relay Iowa, contact:

Telecommunications Access Iowa
6925 Hickman Road • Des Moines, IA 50322
Voice: 800-606-5099
Voice: 515-282-5099 • **VP:** 515-200-2899
Fax: 515-237-3917
E-mail: teleiowa@aol.com
Visit: relayiowa.com/tai

Customer Care - Available 24/7
If you have suggestions, comments or concerns, please contact:
Relay Iowa Customer Care
P.O. Box 285 • Aurora, NE 68818
English: 888-269-7477 • **Spanish:** 866-670-9134
Fax: 402-694-5110
E-mail: iarelay@hamiltonrelay.com

If your concern is not resolved to your satisfaction, contact the Iowa Utilities Board.
E-mail: customer@iub.iowa.gov

In addition, the Federal Communications Commission is available to serve you regarding relay issues.
Visit: www.fcc.gov

Relay Iowa is a program of the Iowa Utilities Board and is powered through Hamilton Relay of Aurora, Nebraska – a national leader in providing high quality relay services for individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking.

That's what I'm talking about
HAMILTON relay

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